



**DEPARTMENT OF INFORMATION TECHNOLOGY
(DOIT)**

SMALL PROCUREMENT REQUEST FOR PROPOSALS

**ASSESSMENT AND VERIFICATION OF THE MD THINK
AMAZON WEB SERVICES (AWS)**

SOLICITATION NUMBER- F50B0600057

ISSUE DATE: 05/19/2020

NOTICE

A Prospective Offeror that has received this document from a source other than eMarylandMarketplace (eMMA) <https://procurement.maryland.gov> should register on eMMA.

**MINORITY BUSINESS ENTERPRISES ARE ENCOURAGED TO
RESPOND TO THIS SOLICITATION.**

DEPARTMENT OF INFORMATION TECHNOLOGY (DOIT)

KEY INFORMATION SUMMARY SHEET

Solicitation Title:	Assessment and Verification of the MD THINK Amazon Web Services (AWS)
Solicitation Number #:	F50B0600057
Issue Date:	05/19/2020
Issuing Office:	Department of Information Technology (DoIT or the "Department")
Department Location:	100 Community Place Crownsville, MD 21032
Procurement Officer:	April Weimer, CPPB Program Manager Office of State Procurement Maryland Department of General Services 45 Calvert Street Annapolis, MD 21401
e-mail:	April.weimer@maryland.gov
Office Phone:	443-986-4799
Proposals are to be sent to:	Proposals will be accepted through email only. Proposals must be emailed to: April.weimer@maryland.gov
Proposals Due (Closing) Date and Time:	Tuesday, 5/22/2020 at 3:00 PM EDT
Contract Type:	Time and Materials
Contract Duration:	Six Months

STATE OF MARYLAND

REQUEST FOR PROPOSALS (RFP)

This procurement is being conducted as a Small Procurement Request for Proposals (RFP) per COMAR 21.05.07 Small Procurement Regulations (\$50,000 or Less)

1. Background

The State of Maryland, Department of Human Services (DHS), has embarked upon an initiative to modernize systems and platforms in the form of Maryland's Total Human-services Integrated Network (MD THINK). MD THINK is a shared health and human services platform – a system of modular, interconnected components – a common data repository, shared service elements and resources, and mission specific applications – capable of supporting multiple programs and missions. The ultimate goal of this effort is to create a data system that can support a more integrated, client-centric approach to health and human services delivery and management.

The first priority was to develop a cloud-based shared data repository that is scalable, with shared functionality across programs. The second priority is to replace the outdated and siloed case management systems for public benefits, including Non-MAGI Medicaid, social services, child welfare and child support enforcement. These case management systems will be designed to integrate into the data repository. DHS presently uses the Amazon Web Services (AWS) platform and it anticipates continued use of and greater expansion of the platform for the MD THINK initiative.

Through the Department of Information Technology's (DoIT) contract with Deloitte Consulting LLP, Deloitte provides access to AWS cloud hosting products and services for MDTHINK projects. This contract provides for two types of MD THINK work orders: one to provide AWS accounts; and the second to provide professional services on a time-and-materials basis to support the MD THINK AWS infrastructure, DevOps/API, security, data governance, data conversion/data migration, shared data repository, reporting and analytics, and master data management support.

2. Purpose/Scope of Work

2.1 Purpose:

DoIT is issuing this Small Procurement solicitation to procure the services of a contractor with expertise in AWS to provide an assessment and verification of the MD THINK AWS architecture. This assessment will include an evaluation of MD THINK's investments in AWS. The Contractor shall assess and verify against Amazon's AWS Well Architected Framework (<https://wa.aws.amazon.com/index.en.html>), and other generally accepted best practices that the Contractor may propose to DoIT and that DoIT may approve the Contractor to use. DoIT expresses particular interest in evaluating MD THINK's maturity focusing on the following AWS Well Architected Framework pillars:

<u>Pillar</u>	<u>With a main focus on...</u>
Operational Excellence	Successful management of daily operations
Reliability	Effective change management
Performance Efficiency	Effective design choices, and also readiness for future scalability
Cost Optimization	Cost variability (especially seasonality), and also the avoidance of unnecessary costs

The Contractor shall produce deliverables for DoIT that prioritize observations and issues over the mere compilation of facts. In addition, the Contractor's assessment shall include a review of management practices as well as the review of the MD THINK AWS infrastructure itself. Because MD THINK is a large program, DoIT expects that the assessment scope may be limited, at times, to representative samples.

DoIT is also interested in the Contractor's assessment of the migration of systems performed, or planned to be performed, to validate that the MD THINK AWS infrastructure presents a more favorable solution for the customer than the solution in place prior to the migration into the MD THINK AWS environment.

2.2 Scope of Work:

DHS produces and maintains documentation as part of its usual MD THINK activities. Verification shall be performed by the Contractor, as required, to ensure that the documentation is precise and accurate. The Contractor may utilize this documentation, where appropriate, to support assessment activities.

The Contractor shall:

1. Schedule and facilitate a contract kickoff with DoIT.
2. Conduct an assessment kickoff meeting with the MD THINK team.
3. Gain an understanding of and describe the technical roadmap of MD THINK.
4. Obtain MD THINK documentation that describes the technical specifications and costs of MD THINK AWS systems.
5. Obtain documentation for MD THINK that:
 - a. Describes the technical requirements, particularly solution requirements, functional requirements, and non-functional requirements, of the applications developed or under development by MD THINK, and,
 - b. Demonstrates approval by MD THINK's customer(s) of the technical requirements.
6. Trace the documentation gathered in item six relevant to the implementation of MD THINK on the AWS infrastructure.
7. Assess the MD THINK AWS implementation against Contractor's assessment framework as agreed upon by DoIT.
8. Provide an assessment report, including any observations and findings.
9. Perform an assessment closeout meeting.

The Contractor must refrain from examination of the operation of MD THINK's AWS infrastructure without direct coordination with MD THINK personnel.

3. Required Experience

The Offeror must possess the following:

- A. Experience as a subject matter expert in AWS environments.
- B. Experience working with design and implementation of systems and applications at AWS.
- C. AWS platform capabilities and best practices architectures, and engineering solutions within multiple Cloud accounts and services.
- D. Experience in system administration and development experience.

4. Procurement Officer

The sole point-of-contact for purposes of this Small Procurement (RFP) prior to the award of any Contract shall be the Procurement Officer at the address listed in the Key Information Summary Sheet.

5. Form of Response

A. Technical

1. Present the Offeror's assessment approach which shall, at minimum, include the following:
 - a. Assessment scope and schedule
 - b. Modifications to the framework requirements set forth in this RFP
 - c. Communication and stakeholder engagement plan
 - d. Work breakdown, including activities such as interviews, data collection methodologies, etc.
 - e. Resource requirements and personnel for each assessment stage
 - f. Communications and stakeholder engagement plans
 - g. Deliverables to be provided, and format for deliverables
2. Offeror's experience in response to Section 3. Required Experience

- B. Financial - Price proposals must include the fully loaded labor rate for the services proposed using Attachment B (Price Proposal Form).

6. Proposal Packaging and Delivery

- A. Proposals delivered by hard copy or facsimile will not be considered.
- B. Offerors must submit Proposals electronically through email.
- C. In order to be considered, proposals must be received no later than the closing date and time listed in the Key Information Summary Sheet.
- D. The e-mail submission subject line for the Proposal must state "RFP #F50B0600057, Assessment and Verification of the MD THINK AWS".

7. Proposal Evaluation Criteria

- A. Technical Proposal Evaluation Criteria - The criteria to be used to evaluate each Technical Proposal are listed below in equal order of importance.
1. Offeror's Qualifications, Capabilities
 2. Offeror's AWS Experience
 3. Offeror's Proposed Assessment Approach

B. Financial Proposal Evaluation Criteria

All Qualified Offerors will be ranked from the lowest (most advantageous) to the highest (least advantageous) price based on the Total Proposal Price within the stated guidelines set forth in this RFP and as submitted on **Attachment B** - Financial Proposal Form.

8. Award Determination

Upon completion of the Technical Proposal and Financial Proposal evaluations and rankings, each Offeror will receive an overall ranking. The Procurement Officer will recommend award of the Small Procurement Contract to the responsible Offeror that submitted the Proposal determined to be the most advantageous to the State. In making this most advantageous Proposal determination, technical factors will receive greater weight than financial factors.

ATTACHMENT A
STATE OF MARYLAND
DEPARTMENT OF INFORMATION TECHNOLOGY (“DOIT”)
CONTRACT # F50B0600057
Small Procurement – Assessment & Verification of the MD THINK AWS

THIS CONTRACT (“Contract”) is made this ____ day of _____, 20__ by and between _____ whose principal business address is _____ (“Contractor”) and, on behalf of the State Of Maryland (the “State”), the Maryland Department Of Information Technology (“DoIT”).

IN CONSIDERATION of the promises and the covenants herein contained, the parties agree as follows:

1. Definitions

In this Contract, the following words have the meanings indicated:

- 1.1. “Contract Manager” means the individual, as may be updated from time to time, who monitors the daily activities of the Contract and provides guidance to the Contractor. The Contract Manager is _____.
- 1.2. “Procurement Officer” means the individual, as may be updated from time to time, who is the sole point of contact for the procurement process and has primary responsibility for managing the procurement. The Procurement Officer is _____.

2. Scope of Work

- 2.1 The Contractor will provide Assessment and Verification of the MD THINK AWS as specified in Contractor’s Proposal, attached hereto as Exhibit A. These services shall be provided in accordance with the terms and conditions of this Contract and the following Exhibits, which are attached and incorporated herein by reference. If there are any inconsistencies between this Contract and Exhibits A through B, the terms of this Contract will control. If there is any conflict among the exhibits, the following order of precedence determines the prevailing provision.

Exhibit A – Technical Proposal

Exhibit B – Financial Proposal

Exhibit C – State Contract Affidavit, executed by the Contractor and dated _____

- 2.2 Changes. This Contract may be amended only with the written consent of both parties. Amendments may not change significantly the scope of the Contract (including the Contract price).

3. Term of Contract.

Performance under this Contract is for a term of six months commencing on _____, 2020 and expiring on _____, 20__.

4. Compensation and Method of Payment.

- (a) Compensation. In consideration of its performance hereunder, the Contractor will be paid _____,

(b) Tax Identification Number. The Contractor's Federal Tax Identification Number is _____. The Contractor's Federal Tax Identification Number shall appear on all invoices submitted by the Contractor to the Department for payment.

5. Procurement Officer.

All contact between the Department and the Contractor regarding all matters relative to this Contract will be coordinated through the Procurement Officer.

6. Disputes.

Disputes arising under this Contract are governed by State Finance and Procurement Article, Title 15, Subtitle 2, Part III, Annotated Code of Maryland, and by COMAR 21.10 Administrative and Civil Remedies. Pending resolution of a dispute, the Contractor shall continue to perform this Contract, as directed by the Procurement Officer.

7. Termination for Convenience.

The State may terminate this Contract, in whole or in part, without showing cause upon prior written notification to the Contractor specifying the extent and the effective date of the termination. The State will pay all reasonable costs associated with this Contract that the Contractor has incurred up to the date of termination, and all reasonable costs associated with termination of the Contract. However, the Contractor may not be reimbursed for any anticipatory profits that have not been earned up to the date of termination. Termination hereunder, including the determination of the rights and obligations of the parties, shall be governed by the provisions of COMAR 21.07.01.12(A)(2).

8. Termination for Default.

If the Contractor does not fulfill obligations under this Contract or violates any provision of this Contract, the Department may terminate the Contract by giving the Contractor written notice of termination. Termination under this paragraph does not relieve the Contractor from liability for any damages caused to the State. Termination hereunder, including the rights and obligations of the parties, shall be governed by the provisions of COMAR 21.07.01.11B.

9. Termination for Nonappropriation.

If funds are not appropriated or otherwise made available to support continuation in any fiscal year succeeding the first fiscal year, this Contract shall be terminated automatically as of the beginning of the fiscal year for which funds are not available. The Contractor may not recover anticipatory profits or costs incurred after termination.

10. Non-Discrimination.

The Contractor shall comply with the nondiscrimination provisions of federal and Maryland law, including, but not limited to, the employment provisions of §13-219 of the State Finance and Procurement Article, Maryland Code and Code of Maryland Regulations 21.07.01.08.

11. Maryland Law Prevails.

The law of Maryland governs the interpretation and enforcement of this Contract. The Maryland Uniform Computer Information Transactions Act (Commercial Law Article, Title 22 of the Annotated Code of Maryland) does not apply to this Contract or any software license acquired hereunder.

12. Anti-Bribery.

The Contractor certifies that, to the Contractor's best knowledge, neither the Contractor; nor

(if the Contractor is a corporation or partnership) any of its officers, directors, partners or controlling stockholders; nor any employee of the Contractor who is directly involved in the business's contracting activities, has been convicted of bribery, attempted bribery, or conspiracy to bribe under the laws of any state or of the United States.

13. Delays and Extensions of Time

The Contractor agrees to perform this Contract continuously and diligently. No charges or claims for damages shall be made by the Contractor for any delays or hindrances from any cause whatsoever during the progress of any portion of the work specified in this Contract. Time extensions will be granted only for excusable delays that arise from unforeseeable causes beyond the control and without the fault or negligence of the Contractor, including but not restricted to acts of God, acts of the public enemy, acts of the State in either its sovereign or contractual capacity, acts of another contractor in the performance of a contract with the State, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, or delays of subcontractors or suppliers arising from unforeseeable causes beyond the control and without the fault or negligence of the Contractor.

14. Commercial Nondiscrimination Policy

The Contractor shall comply with the provisions of State Finance and Procurement Article, Title 19, Annotated Code of Maryland.

The Next Page is the Signature Page

IN WITNESS WHEREOF, the parties have executed this Contract on or before the date first set forth herein.

CONTRACTOR

STATE OF MARYLAND

DEPARTMENT OF INFORMATION
TECHNOLOGY (DoIT)

By:

By:

Date

Or designee:

Date

Approved for form and legal sufficiency
this ____ day of _____, 20____.

Assistant Attorney General

ATTACHMENT B - PRICE PROPOSAL FORM

**SMALL PROCUREMENT RFP – F50B0600057
ASSESSMENT AND VERIFICATION OF MD THINK AWS**

Labor Category	Fully Loaded Hourly Labor Rate
	\$

Submitted by _____		
Authorized Signature		Date
Print Name and Title _____		
Company Name _____		
Company Address _____		
Telephone _____		
Federal Tax Identification # _____		

ATTACHMENT C – CONTRACT AFFIDAVIT

See Link at: <https://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Attachment-N-ContractAffidavit.pdf>